

Recruitment Pack - Business Support Officer

May 2024



Housing Solutions for single people
in East Anglia



About us...

Thanks for your interest in this exciting role.

We're Solo Housing (East Anglia) and whilst we may be small, we are perfectly formed, unique and not afraid to dream big. In short, we are on a mission to make a difference.

Originally established in 1985 as the Campaign for Single Homeless (COSH), we became Solo Housing (East Anglia) in 1996 and are a Registered Provider of Social Housing and a Charity.

Since our inception, we've worked tirelessly alongside trusted partner organisations, including local authorities, fellow registered providers, charities and private landlords. Together, we support single people who are facing homelessness, or at risk of losing their home.

We have a hugely supportive and knowledgeable Board and in September 2023, they agreed our new 5-year Business Plan.

Our ambitions include steady but significant growth, acquiring and building new homes, to expand our capacity to deliver high-quality services to single people in need.

Clearly, we can only make this all possible by having the very best people playing an active part in our business. So, if you are an **experienced Business Support professional**, who's business minded, energetic, dynamic, forward thinking, has an upbeat personality, is great with people and wants to be part of something quite special, then don't delay in submitting your application.

Kind regards,



Andrew Meyer
Chief Executive

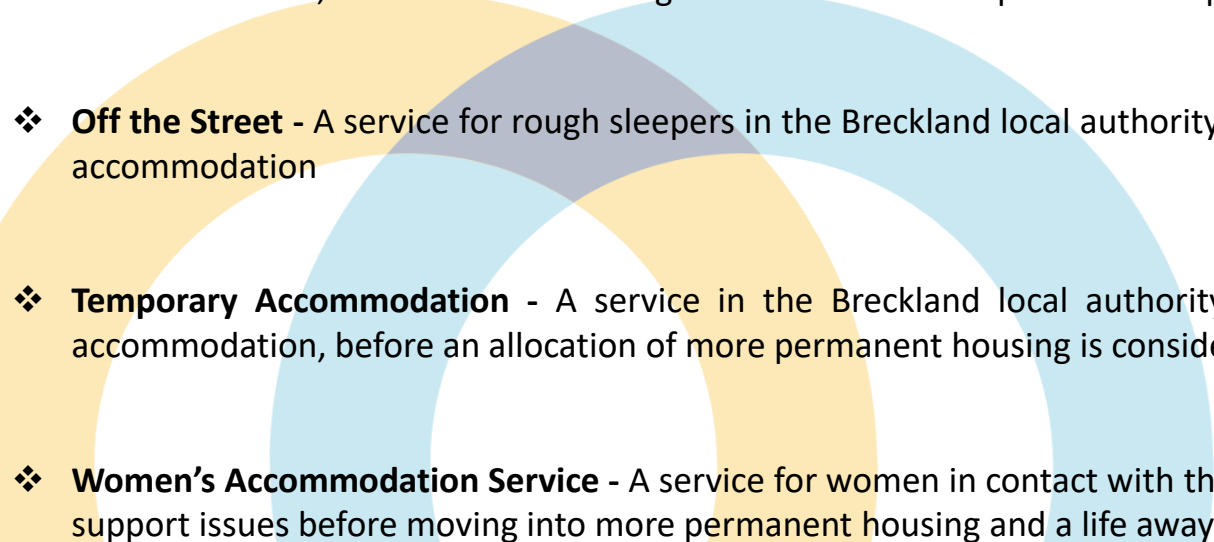
What we do...

We offer practical help and support to single people of all ages throughout East Anglia who are experiencing homelessness, at risk of losing their home, or simply wanting some support.

We understand that everyone's situation is different and that's why we provide a range of tailored services:

- ❖ **Lodgings Scheme** - This innovative program matches people with spare rooms to those seeking affordable housing. The benefits are mutual, providing landlords with a tax-free income, while fostering companionship and household support
- ❖ **Supported Housing Accommodation** - Temporary housing solutions, spanning up to 2 years, focused on equipping individuals with the skills needed to sustain long-term accommodation. We offer single occupancy, shared living and hostel options, all backed by the unwavering support of Solo colleagues
- ❖ **General Needs Accommodation** - Low-cost, self-contained single-person housing serving as a crucial steppingstone for people transitioning from Supported Housing

What we do cont...

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- ❖ **Accommodation Access and Assertive Outreach & Lodgings** - Triage assessments and support to people to access accommodation in the Breckland, Broadland and South Norfolk local authority areas. This service includes assertive outreach, supporting single people at risk of losing their accommodation, or those not accessing wider homelessness prevention support
 - ❖ **Off the Street** - A service for rough sleepers in the Breckland local authority area who are supported to resettle into either supported, or more permanent accommodation
 - ❖ **Temporary Accommodation** - A service in the Breckland local authority area of shared accommodation for single people who require temporary accommodation, before an allocation of more permanent housing is considered
 - ❖ **Women's Accommodation Service** - A service for women in contact with the criminal justice sector on their release from prison, helping them address key support issues before moving into more permanent housing and a life away from crime

Our offer as an employer...

We are driven by our commitment to making a difference in the lives of others and this extraordinary mission is made possible by our exceptional team and we believe that attracting and retaining the very best talent is key to our continued success.

In return for your hard work and dedication, you can expect:

- ❖ **Competitive Salary:** A starting salary of £23,433.64 per year
- ❖ **Generous Leave:** 28 days annual leave, increasing to 30 days after two years of service, in addition to bank holidays
- ❖ **Pension Contributions:** 8% employer pension contribution, without requiring any contribution from you
- ❖ **Flexible Working:** A Hub | Home | Roam approach allowing for flexibility in your working practices
- ❖ **Training and Technology:** Access to the right technology and training to excel in your role and continue your professional development
- ❖ **Supportive and Fun Culture:** A culture of support and inclusion, where every voice is valued and everyone can be their true selves. We want our people to enjoy their jobs and to have fun!

The detail...

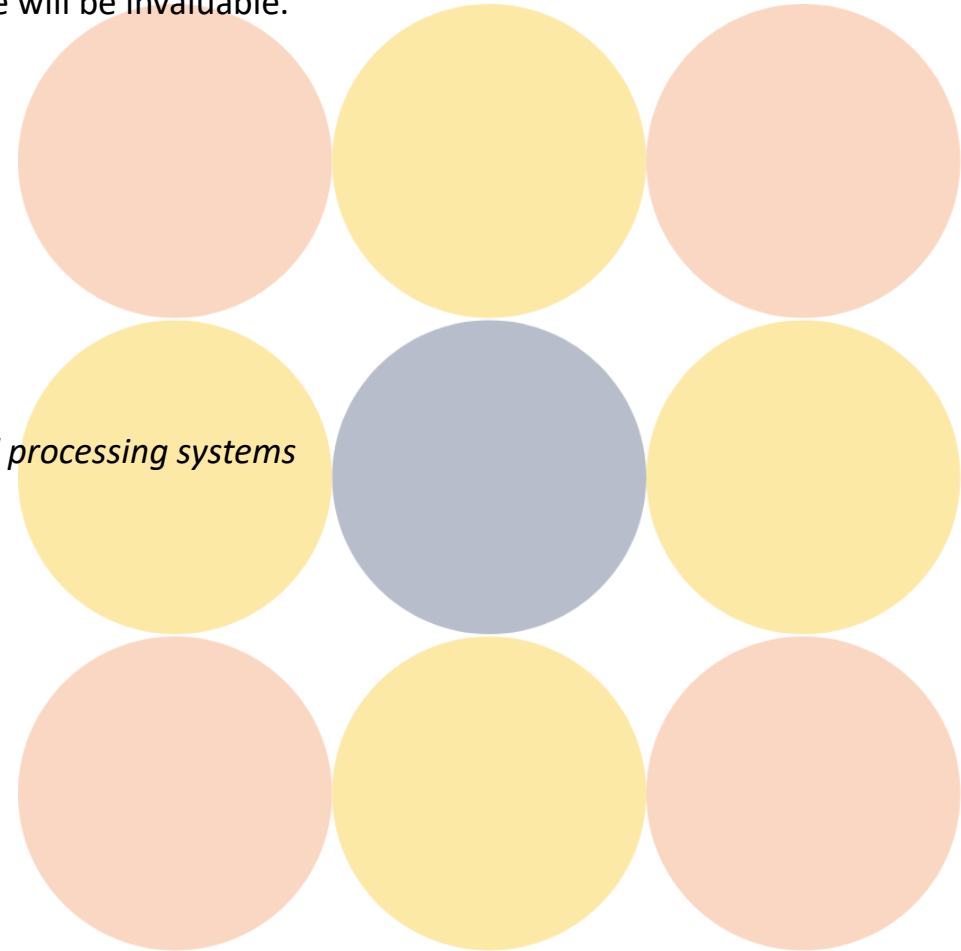
About the role:

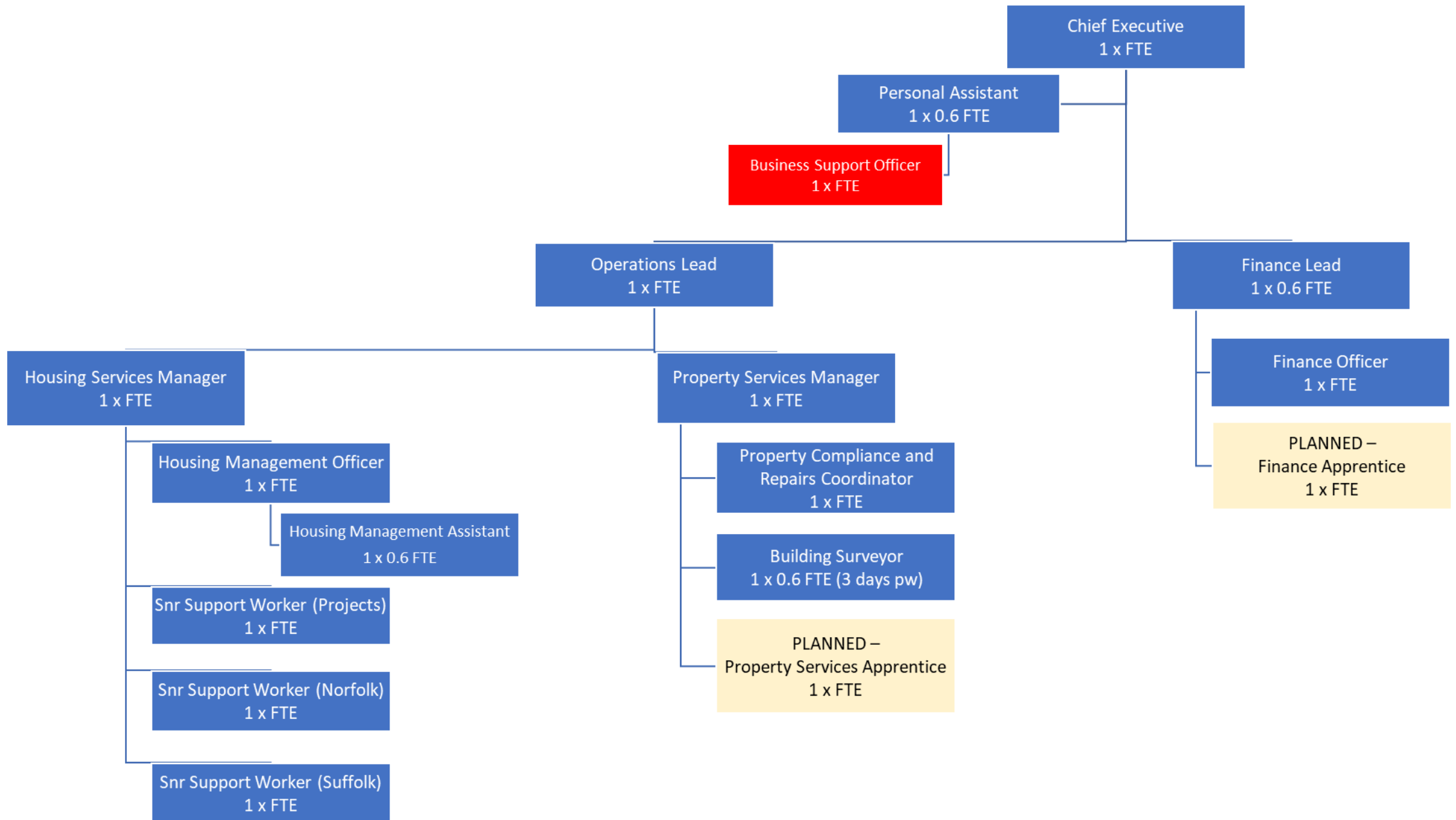
Based in our Head Office in Bury St Edmunds, you will provide business support, data entry and administration to support the effective and efficient running of Solo. With an engaging and bright personality, you will often be the first point of contact for our residents, landlords and partners via phone and email, providing excellent customer service.

The postholder will report to the PA to the CEO and will be providing support to the whole Solo team, helping maintain the smooth running of all aspects of the business. This is an active and dynamic role, where an ability to problem solve and prioritise will be invaluable.

The right person will:

- ❖ *Have an infectious passion for all things administration and an upbeat personality*
- ❖ *Have a minimum of 12 months experience as a Business Support Officer, or similar role*
- ❖ *Able to form and maintain good working relationships at all levels internally & externally*
- ❖ *Have experience of managing spreadsheets and working effectively with databases and word processing systems*
- ❖ *Ability to resolve, anticipate & prevent problems*
- ❖ *Able to take responsibility & work independently & flexibly*
- ❖ *Be able to maintain accurate records & have an eye for details*
- ❖ *Good time management skills, ability to prioritise, work to deadlines & meet targets*





How to apply...

To get the very best people, we want to hear their authentic voice and not just hear the ability to reel off point after point from a job description, which we all know will never cover all aspects of a role.

So, to apply and bearing in mind you will already be an **experienced Business Support Officer**, please send to **careers@solohousing.org**:

- ❖ Your detailed CV of no more than 3 pages
- ❖ A letter, statement or indeed something completely different telling us why you for this role, what you would bring to Solo, what you would want to achieve in the role and where you see yourself in 5 years' time
- ❖ **Applications without the above will not be considered**

Closing Date: Sunday 2 June 2024 at midnight

Interviews: Thursday 6 June 2024 in Bury St Edmunds